

NHTSA Consumer Complaints as of January 27, 2015

11 10670883 2011 CHEVROLET HHR ELECTRICAL SYSTEM TL*
THE CONTACT OWNS A 2011 CHEVROLET HHR. THE CONTACT STATED THAT THE GEAR SHIFT WAS LOCKED IN PARKED. IN ADDITION, THE CONTACT MENTIONED THAT THE DOORS LOCKED WITHOUT COMMAND. THE MANUFACTURER WAS NOTIFIED OF THE FAILURES. THE APPROXIMATE FAILURE MILEAGE WAS 70,900. ODESSA TX Failure Date: 01/07/2015

11 10632171 2011 CHEVROLET HHR ELECTRICAL SYSTEM TL*
THE CONTACT OWNS A 2011 CHEVROLET HHR. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 14V047000 (AIR BAGS, ELECTRICAL SYSTEM) AND NHTSA CAMPAIGN NUMBER: 14V171000 (ELECTRICAL SYSTEM). THE CONTACT STATED THAT THE PART FOR THE RECALL REPAIR WAS NOT AVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS NOT MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. PRESCOTT AZ Failure Date: 09/10/2014

11 10618972 2011 CHEVROLET HHR ELECTRICAL SYSTEM TL*
THE CONTACT OWNS A 2011 CHEVROLET HHR. THE CONTACT STATED THAT THE VEHICLE STALLED MORE THAN FIVE TIMES, WHICH RESULTED IN TWO CRASHES. THE CONTACT WAS ABLE TO RESTART THE VEHICLE AFTER EACH CRASH. THE FIRST CRASH OCCURRED WHEN THE VEHICLE STALLED AND STRUCK THE FRONT OF ANOTHER VEHICLE. THE BRAKES FAILED TO STOP THE VEHICLE PROPERLY. THE CONTACT AND PASSENGER SUSTAINED MINOR INJURIES. THE SECOND CRASH OCCURRED WHEN THE VEHICLE STALLED AND WAS CRASHED INTO A TREE. POLICE REPORTS WERE FILED FOR BOTH CRASHES. THE CONTACT SUSTAINED MINOR INJURIES AND THE PASSENGER SUSTAINED A BROKEN SHOULDER. MEDICAL ATTENTION WAS RECEIVED. THE VEHICLE WAS REPAIRED AFTER BOTH CRASHES. THE CONTACT RECEIVED A RECALL NOTICE FOR NHTSA CAMPAIGN NUMBER: 14E021000 (ELECTRICAL SYSTEM); HOWEVER, THE PARTS NEEDED FOR THE REPAIR WERE

NHTSA Consumer Complaints as of January 27, 2015

UNAVAILABLE. THE MANUFACTURER WAS NOTIFIED. THE APPROXIMATE
FAILURE MILEAGE AND SPEED WERE UNKNOWN. ORLANDO
FL Failure Date: 04/10/2013

11 10618488 2011 CHEVROLET HHR ELECTRICAL SYSTEM
WHILE DRIVING.. CAR SUDDENLY STALLED LOSING POWER STEERING
ALL DASH BOARD LIGHTS ON GAGES FLICKERING CAUSING CAR TO SHUT
DOWN. UNABLE TO START AURORA CO Failure Date: 08/01/2014

11 10615653 2011 CHEVROLET HHR ELECTRICAL SYSTEM
WHILE DRIVING.. CAR SUDDENLY STALLED LOSING POWER STEERING
ALL DASH BOARD LIGHTS ON GAGES FLICKERING CAUSING CAR TO SHUT
DOWN. SECOND INCIDENT 7/19/14. SAME SENARIO CAR SUDDENLY STALLED
LOSING POWER STEERING ALLL DASH BOARD LIGHTS ON GAGES FLICKERING
CAUSING CAR TO SHUT DOWN. DEALERSHIP STATED INITAIL DUE TO RECALL.
SECOND INCIDENT DEALER STATED NOT DUE TO RECALL BUT MORE OF A
COMMON PROBLEM, HOWEVER UNABLE TO REPLACATE STALL AND
DETERIMINE WHERE FAULTY WIRING. GETTING LOTS OF ERROR CODES WITH
NO REAL CAUSE AS TO WHY CAR STALLS. RIALTO CA
Failure Date: 05/17/2014

11 10609384 2011 CHEVROLET HHR ELECTRICAL SYSTEM 2011
CHEVROLET HHR. CONSUMER WRITES IN REGARDS TO VEHICLE LOCKED UP
AND WAS AT TIMES INOPERABLE. *SMD SAN JOSE CA Failure Date:
04/01/2014

11 10606962 2011 CHEVROLET HHR ELECTRICAL SYSTEM TL*
THE CONTACT OWNS A 2011 CHEVROLET HHR. THE CONTACT STATED THAT
WHILE THE VEHICLE WAS PARKED, THE KEY FAILED TO RELESAE FROM THE
IGNITION SWITCH. THE CONTACT STATED THAT NHTSA CAMPAIGN NUMBER:
14V047000 (AIR BAGS , ELECTRICAL SYSTEM) AND NHTSA CAMPAIGN NUMBER:
14V171000 (ELECTRICAL SYSTEM) HAD EXCEEDED A REASONABLE AMOUNT OF
TIME FOR REPAIR. THE DEALER STATED THE PARTS WERE UNAVAILABLE TO
REPAIR THE VEHICLE. THE MANUFACTURER WAS NOT NOTIFIED AND THE

NHTSA Consumer Complaints as of January 27, 2015

VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 36,000. AUBURN NY Failure Date: 04/16/2014

11 10597175 2011 CHEVROLET HHR ELECTRICAL SYSTEM 2011 CHEVROLET HHR. CONSUMER WRITES IN REGARDS TO VEHICLE ACCELERATION ISSUES. *SMD THE CONSUMER STATED WHILE DRIVING, SHE NOTICED THE VEHICLE EXHIBIT A BOOST/JERK TYPE MOVEMENT, AND IT MADE A STRANGE NOISE. WHEN SHE TOOK THE VEHICLE TO THE DEALER, SHE WAS INFORMED THE PROBLEM WAS A SPARK PLUG AND THEY FIXED IT. HOWEVER, ONE NIGHT WHILE DRIVING, THE VEHICLE ONCE AGAIN EXHIBITED THE SAME BOOST/JERK MOVEMENT, AS IF SHE SUDDENLY HIT THE BRAKE, AS THE VEHICLE WAS LOSING SPEED, UNTIL IT SHUT DOWN COMPLETELY. SHE WAS ABLE TO PULL OVER, TURN THE VEHICLE OFF, AND RE-STARTED IT AGAIN WITH NO PROBLEM. A MONTH LATER, THE SAME THING HAPPENED, ONLY THAT TIME, THE ELECTRONIC STABILITY CONTROL LIGHT STARTED BLINKING, FOLLOWED BY A STRANGE NOISE. THE ELECTRONIC STABILITY CONTROL LIGHT ILLUMINATED AGAIN IN MAY 2014. *JB LOUISVILLE TN Failure Date: 02/01/2014

11 10596466 2011 CHEVROLET HHR ELECTRICAL SYSTEM TL* THE CONTACT OWNS A 2011 CHEVROLET HHR. THE CONTACT RECEIVED NOTIFICATIONS OF NHTSA CAMPAIGN ID NUMBERS: 14V047000 (AIR BAGS, ELECTRICAL SYSTEM) AND 14V171000 (ELECTRICAL SYSTEM). THE CONTACT WAS UNABLE TO HAVE THE VEHICLE SERVICED UNDER THE RECALLS BECAUSE THE PARTS NEEDED WERE UNAVAILABLE TO PERFORM THE REPAIRS. THE MANUFACTURER WAS NOTIFIED OF THE PROBLEM AND THEY WERE UNABLE TO PROVIDE AN EXPECTED DATE FOR THE REMEDY PART TO BECOME AVAILABLE. THE CONTACT DID NOT EXPERIENCE A FAILURE. CHICAGO IL Failure Date: 03/01/2014

11 10596373 2011 CHEVROLET HHR ELECTRICAL SYSTEM TL* THE CONTACT OWNS A 2011 CHEVROLET HHR. THE CONTACT RECEIVED A NOTIFICATION OF NHTSA CAMPAIGN ID NUMBER: 14V047000 (AIR BAGS, ELECTRICAL SYSTEM) AND NHTSA CAMPAIGN ID NUMBER: 14V171000

NHTSA Consumer Complaints as of January 27, 2015

(ELECTRICAL SYSTEM). THE CONTACT STATED THAT THE REMEDY PARTS WERE UNAVAILABLE TO PERFORM THE REPAIRS. THE MANUFACTURER WAS NOT NOTIFIED OF THE PROBLEM. THE CONTACT HAD NOT EXPERIENCED A FAILURE. SPRINGFIELD MO Failure Date: 04/24/2014

11 10595854 2011 CHEVROLET HHR ELECTRICAL SYSTEM TL*
THE CONTACT OWNS A 2011 CHEVROLET HHR. THE CONTACT RECEIVED NOTIFICATIONS FOR NHTSA CAMPAIGN ID NUMBERS: 14V047000 (AIR BAGS, ELECTRICAL SYSTEM) AND 14V171000 (ELECTRICAL SYSTEM). THE DEALER MADE THE CONTACT AWARE THAT THE PARTS NEEDED TO PERFORM THE RECALL REPAIRS WERE STILL NOT AVAILABLE. THE MANUFACTURER WAS NOT MADE AWARE OF PROBLEM. THE CONTACT HAD NOT EXPERIENCED THE FAILURE. REMAILED 08/20/14*LJ WOBURN MA Failure Date: 05/05/2014

11 10595811 2011 CHEVROLET HHR ELECTRICAL SYSTEM TL*
THE CONTACT OWNS A 2011 CHEVROLET HHR. THE CONTACT STATED THE KEY WAS ABLE TO BE REMOVED FROM THE IGNITION WITHOUT SHUTTING OFF THE ENGINE. THE CONTACT RECEIVED A NOTIFICATION FOR RECALL NHTSA CAMPAIGN NUMBER: 14V047000 (AIR BAGS, ELECTRICAL SYSTEM) AND NHTSA CAMPAIGN NUMBER: 14V171000 (ELECTRICAL SYSTEM). THE MANUFACTURER WAS CONTACTED IN REGARDS TO THE RECALLS. HOWEVER, THE MANUFACTURER DECLINED TO PROVIDE AN ESTIMATED TIME FRAME OF WHEN THE VEHICLE WOULD BE SERVICED UNDER BOTH RECALLS. THE DEALER WAS CONTACTED AND MADE THE CONTACT AWARE THAT THERE WAS WAITING LIST OF OVER 222 VEHICLES THAT NEEDED TO BE SERVICED UNDER THE RECALLS. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATELY FAILURE MILEAGE WAS 65,000. PASADENA CA Failure Date: 02/10/2014

11 10585727 2011 CHEVROLET HHR ELECTRICAL SYSTEM TL*
THE CONTACT OWNS A 2011 CHEVROLET HHR. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN ID NUMBER: 14V047000 (AIR BAGS, ELECTRICAL SYSTEM) AND STATED THAT THE REPAIR WAS NOT TAKEN CARE

NHTSA Consumer Complaints as of January 27, 2015

OF IN A REASONABLE AMOUNT OF TIME. THE DEALER INDICATED TO THE CONTACT THAT THE PARTS WERE NOT AVAILABLE. THE MANUFACTURER WAS NOT CONTACTED. THE CONTACT HAD NOT EXPERIENCE A FAILURE.

GLADSTONE MI Failure Date: 04/30/2014

11 10578633 2011 CHEVROLET HHR ELECTRICAL SYSTEM I'VE BEEN HAVING PROBLEMS WITH MY RIGHT FRONT END SINCE I BOUGHT THE CAR. WHEN I CUT THE WHEEL HARD TO THE RIGHT, IT MAKES A LOUD THUMPING NOISE LIKE SOMETHING IS GOING TO POP OFF. IT MAKES THE MOST NOISE IN A SLOW OR PARKING MOVEMENT. THEN I TAKE IT IN AND THEY PUMP UP THE TIRES WITH AIR, AND SAY THERE'S NOTHING WRONG WITH IT. THEN THE AIR LOW LIGHT FOR THE TIRES COMES ON. YOU FILL IT UP, AND THEN ANOTHER ONE COMES ON. THEN CHECK THE AIR BAG POPS ON. I'VE EVEN EXPERIENCED THE CAR LITERALLY FEELING LIKE THE MOTOR IDLING REAL LOW TO ALMOST SHUT OFF. THIS HAS HAPPENED ATLEAST 3 TIMES. I WAS ONLY DOING ABOUT 25 MILES AN HOUR, BUT IT WAS REALLY COLD OUTSIDE. EVERYTIME I HAVE TAKEN IT FOR REPAIR, THEY HAVE SAID, WE CAN'T FIND ANYTHING WRONG. *TR FREDERICK MD Failure Date: 11/08/2013

11 10568850 2011 CHEVROLET HHR ELECTRICAL SYSTEM TL* THE CONTACT OWNS A 2011 CHEVROLET HHR. THE CONTACT STATED THE KEY WOULD NOT TURN IN THE IGNITION SWITCH. THERE WERE SEVERAL ATTEMPTS BEFORE THE VEHICLE FUNCTIONED NORMALLY. IN ADDITION, THE AIR BAG WARNING INDICATOR ILLUMINATED INTERMITTENTLY. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER AND THEY WERE UNABLE TO DUPLICATE THE FAILURE. THE MANUFACTURER WAS NOT NOTIFIED OF THE PROBLEM. THE APPROXIMATE FAILURE MILEAGE WAS 32,000. *TR PARSONS TN Failure Date: 02/19/2014

11 10533907 2011 CHEVROLET HHR ELECTRICAL SYSTEM WAS DRIVING AT 45MPH WHEN ALL OF THE SUDDEN ALL GAUGES, POWER STEERING, AND ENGINE WENT ERRATIC. LOST POWER STEERING GOING DOWN HWY. CAR DARTED TO THE LEFT A LITTLE. TOOK THE CAR TO DEALER

NHTSA Consumer Complaints as of January 27, 2015

FOR A DIAGNOSTIC. WAS TOLD BY DEALER THAT THE DATA LINK CIRCUIT SHORTED CAUSING ELECTRIC SHORT TO POWER STEERING CONTROL MODULE AND IT WOULD BE \$1125.00 TO REPAIR. I HAVE FILED A COMPLAINT WITH GM BUT HAVEN'T HEARD BACK FROM THEM. THIS SHOULD BE A RECALL ISSUE DUE TO POSSIBLE LOSS OF CONTROL OF CAR AND CAUSING A CRASH. ALSO A POSSIBLE FIRE DUE TO THE ELECTRICAL SHORT THEY DESCRIBED TO ME ON THE INVOICE. THE POWER STEERING AND GAUGES ARE ALL STILL GOING ERRATIC BECAUSE I AM TRYING TO SEE IF GM WILL FIX THIS SAFETY PROBLEM. THIS SHOULD BE A SAFETY RECALL DO TO THE FACT THAT A YOUNG DRIVER OR EVEN FEMALE DRIVER OR ANYONE IN FACT COULD LOSE CONTROL OF VEHICLE WHEN THE POWER STEERING CONTROL MODULE DECIDES TO GO OUT AND COME BACK ON THEN GO OUT AGAIN. *TR

MOBILE AL Failure Date: 12/13/2012